

RIDE ON

MONTGOMERY COUNTY TRANSIT

Albert J. Genetti, Jr., P.E.
Director, Public Works and
Transportation

Carolyn G. Biggins
General Manager

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April 5, 2001

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Office of the Secretary,
Federal Communications Commission
445 Twelfth Street, SW, Room TW-A325
Washington, DC 20554

Dear Mr. Secretary:

I am writing to express my opposition to the Petitions for Reconsideration in the proceeding entitled, The Use of N11 Codes and Other Abbreviated Dialing Arrangements, CC Docket No. 92-105.

Ride On is a mid-sized transit agency serving Montgomery County, Maryland, a suburb of Washington, D.C., one of the most congested metropolitan areas in the country. Our transit control center is integrated with the County's traffic management and co-located into a Transportation Management Center (TMC) where real time transit and traffic information is collected and disseminated. The County deploys a fleet of 250 rush hour buses, many of which are equipped with automatic vehicle location devices which relay real time schedule information back to the TMC. One of the primary objectives of the TMC is to provide travelers with timely information and alternative routes and modes of travel. We currently use our internet site, a traveler advisory radio station and the local County cable station to alert drivers and transit riders of problems on the roads and with bus routes.

The inception of 511 as a three-digit phone number for traveler information services will be of tremendous benefit to anyone traveling through the Washington metropolitan area. The use of cell phones by motorists and transit riders is the key to the success for the 511 program. Travel conditions change rapidly and with extreme results. Travelers must have information readily available in order to make beneficial decisions. With the technology in use in the Washington metropolitan area, especially in Montgomery County, real time traveler information is becoming increasingly reliable. 511 information can be tailored to suit the needs of varied trips in ways in which radio broadcasts can not.



Because of the close integration between traffic and transit management, when informed of changes in conditions, 511 service through a cellular phone will present travelers the options to change modes after they have begun their trip.

Because many people traveling in Montgomery County are either coming from

www.dpwt.com • email: transit.dpwt@co.mo.md.us
240/777-5800 • TDD 240/777-5869 • FAX 240/777-5801

101 Monroe Street, 5th Floor • Rockville, Maryland 20850

File of Codes rec'd
CODE

or going to another jurisdiction centralization of traffic and transit information has been an ongoing issue in this region. Our county, along with the other jurisdictions in the region, are working through the Metropolitan Washington Council of Governments (COG) to address this issue as well as plan for 511. The cooperation of the various cellular carriers is crucial in providing emergency assistance through the 911 system and must provide the same assistance to travelers with a 511 system. For the citizens of this region congestion abatement is the number one quality of life concern. The economic vitality of the Washington area hinges on mobility. Montgomery County, other local jurisdictions and COG is working together to keep the region moving. We need the cellular phone industry to cooperate and help contribute to this endeavor.

Thank you for your consideration into this matter.

Sincerely,

A handwritten signature in dark ink, appearing to read "Howard Benn", followed by a horizontal line.

Howard Benn

Assistant General Manager

Ride On, Montgomery County Transit